ISD Services Catalog

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ISD Office of Systems Administration (OSA)

Hosted Web Services

Example: An agency contracts with ISD to provide a web site on an ISD owned web server.

Pricing

	Charge per Month
20 MB	$27.25
100 MB	$43.60
500 MB	$70.85
1000 MB	$98.10
Initial Setup	$95.00 (onetime charge)
MS SQL Database options*	

***NOTE:** *For MS SQL Database options see the SQL Server Database Hosting and Support Charges in the Applications Development and Support Group Services and Pricing section.*

Service

Microsoft Server 2008 License
Operating system support via Microsoft Premier Support
Index Server
Symantec Virus Protection
Detailed web traffic analysis (optional …See Web Analysis section for pricing)
Support for Multiple Domain Names
Stringent Security Policies
Server Maintenance
Security Patch management
User Account Management
Address hardware and software issues
Backup and Recovery with off-site storage
High-Availability Web Server Hardware
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environments
Halon Fire Suppression
UPS & Diesel generator power backup.

Server Hosting and Management Services

Agency Provides Server and ISD Manages

Example: An agency contracts with ISD to maintain their agency's server in the ISD Data Center and wants ISD to manage the server.

Pricing

Rack Server	$109.00
Tower Server*	$163.50

***NOTE:** *This is for existing tower servers only. No new towers will be allowed into the ISD Data Center. All new agency servers must be rack mountable.*

Service

Support for Multiple Domain Names
Security Patch management
Manage User Accounts
Address hardware and Operating System issues (Contact OSA for more details)
Raised Floor Datacenter
Redundant Connection to the Internet
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC Environment
Halon Fire Suppression
UPS & Diesel Generator Power Backup
100Mbps Network Connection
Optional SAN connectivity available*
Optional Backup and Recovery with offsite storage available**

***NOTE:** *See SAN Storage section .for pricing.*

****NOTE:** *See Backup Services section for pricing.*

ISD Provides and Manages a Dedicated, Virtual Server

Example: An agency contracts with /SD to provide a dedicated, Virtual Server, in the ISD datacenter, to be used exclusively by that agency. This server will be managed by ISD.

Pricing

	Charge Per Month
Standard Server – 2GB RAM, 1 Processor/Core, 40GB system drive	$150.00
Additional Storage	
10GB of VMFS Storage *	$.40 per GB

RAW Data Storage **	$.30 per GB

Processors

Additional Processors/Cores	$40.00 per Processor/Core

RAM

Additional RAM	$15.00 per GB

Enterprise Virtual Server Pricing

	Silver (1-10)	Gold (11-20)	Platinum (21 or more)
Standard Server	$150.00	$125.00	$100.00
Add 1GB RAM	$15.00	$12.50	$10.00
Add Processor/Core	$40.00	$30.00	$20.00
Add storage Per GB	$0.40	$0.40	$0.40
Backups Per GB	$0.08	$0.08	$0.08

Total monthly charge will be based on standard price plus additional options for storage, processors/cores and RAM.

***NOTE:** *There is a 10GB minimum with each additional allocation in 10GB increments. This type of storage is protected by storage clustering and off-site replication.*

****NOTE:** *RAW data mapping (not protected by DRS clustering or replication). For more information please contact OSA.*

Service

Microsoft Server 2008 License
Operating system support via Microsoft Premier Support
Symantec Virus Protection
Server Maintenance
Security Patch Management
User Account Management
Address hardware and Operating System issues (Contact OSA for more details)
All data stored securely on SAN
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environments
Halon Fire Suppression
UPS & Diesel generator power backup
Optional Backup and Recovery with off-site storage available*

***NOTE:** *See Backup Services section for pricing*

ISD Provides and Manages a Dedicated, Physical Server

Example: Agency contracts with ISD to provide a physical server located in the ISD datacenter to be used exclusively by that agency. This server will be managed by ISD.

Pricing

Monthly cost would be based on the purchase price of server (plus required hardware, etc.) plus 4% administrative fee and the $109 per month for server management.

Service

Operating system support via Microsoft Premier Support
Server Maintenance
Security Patch Management
Manage User Accounts
Address hardware and Operating System issues (Contact OSA for more details)
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environment
Halon Fire Suppression
UPS & Diesel generator power backup
Optional Backup and Recovery with off-site storage available*

NOTE: *See Backup Services section for pricing.*

Server Consolidation and Management

Example: An agency contracts with ISD to consolidate their agency's servers onto ISD owned and managed servers and to host user accounts, data storage and printer sharing.

Pricing

$1.64 per user per month not to exceed 75 users*

***NOTE**: *More than 75 users requires an agency owned domain (See "Server Hosting and Management Services" section.)*

Service

Microsoft Server 2008 License
Operating system support via Microsoft Premier Support
Symantec Virus Protection
Stringent Security Policies
Security Patch Management
User Account Management
Address hardware and software issues
Backup and Recovery with off-site storage
All data stored securely on SAN
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environments
Halon Fire Suppression
UPS & Diesel generator power backup
50GB of storage space on Fileserver
Additional storage available*

SAN Storage Services

NOTE: *The services shown and the associated prices are for STORAGE ONLY. There will be additional onetime costs associated with installing the necessary infrastructure at your location (HBA's, etc...). An estimate of the total costs can be provided by 1SD by calling the ISD Helpdesk at 242-2222.*

Example: An agency contracts with ISD to purchase storage on ISD's Enterprise Storage Area Network for data storage.

Pricing

SAN Storage	Charge Per Month
Tier 1*****	$.30 per GB
Tier 2*****	$.20 per GB
SUN 9990/6140*	$.50 per GB
Disaster Recovery (DR) Copy to Department of Transportation DR Site	$.20 per GB

*****HBA's not included in the pricing.

NOTE: *See Backup Services for pricing on backup services.*

Backup Services

Example: An agency contracts with ISD to provide disk backup and recovery service for a server.

Pricing

	Charges Per Month
Disk Backup	$.08 per GB*

***NOTE:** *Initial minimum purchase of 100 GB of backup required.*

SharePoint Sites

Example: Agency contracts with ISD to provide and host a SharePoint site.

Pricing

Site Collection*	Charges Per Month
Enterprise	$200.00
Project Server *	$100.00
Blob **	$50.00
Blob Storage	
Built- In	$.50 per GB
With Metalogix or other third party product for file share access	$.30 per GB

Site Collection setup fee $150 (one time charge)
Management and development fee $125 an hour –upon request or rates based on Statement of Work

*****_Client Access Licenses (CALs) are the responsibility of the Agency to purchase and maintain._

***Blob service based on use of Metalogix or other third party product.*

NOTE: *Any additional cost will be passed on to the customer.*

Service

- SharePoint 2010 Standard and Enterprise solutions
- Granted rights as Site Collection Administrator
- Microsoft Premier Support available
- Full Site Collection backups
  - **backup of Blob storage via Metologix or other third part product are not included
  - **Restores charged at $125.00 per hour
- WORD, Excel and PowerPoint Services included
- Other services available but subject to additional charges

Alabama Consolidated Email (ACE)

Example: Regular E-Mail services provided by ISD for State Agencies.

Pricing

	Charges Per Month
250MB Mailbox	$7.25
500MB Mailbox	$13.00
1500 MB (1.5GB) Mailbox	$30.00
Enterprise Vault*	$2.00 per mailbox

***NOTE:** *Enterprise Vault services include an initial allocation of 25GB of storage for all agency mailboxes. Any additional storage above the 25GB is charged back to the agency based on SAN Storage pricing. (See SAN Storage section for pricing.) For a more detailed explanation or additional information about Enterprise Vault pricing and storage, please contact OSA.*

Service

- Deleted email retained for 30 days
- Email systems backed up for 30 days (system recovery)
- Public Folder access
- Customized Address List
- Spam Filtering
- Virus Scanning of Email
- Services for Enterprise Vault

Spam Filtering and Antivirus Scanning of Email

NOTE: *For Agencies not currently using ACE.*

Example: This charge is only for Agencies that use their own email system (not on ACE) and utilize ISD's enterprise anti-SPAM and anti-virus appliances to filter and scan the Agency's incoming email. For Agencies that are using ACE for their email, the cost of this service is already included in your mailbox subscription.

Pricing

$2.18 per user per month

Managed Enterprise Desktop Antivirus

Example: ISD will provide the license, software maintenance, and server infrastructure for Symantec Endpoint protection. Agencies will pay the monthly charge and have access to the latest version on the software and all updates. This will alleviate the need for agencies to constantly renew their licenses and maintenance; it will eliminate the need for purchasing and maintaining and administering an antivirus update server.

Pricing

$2.18 per user per month

Handheld Devices

Example: ISD can provide the synchronization services between your ACE accounts (email, tasks, calendar, contacts, etc.) and several handheld devices such as Blackberry, Android, iPhone, Windows, and various other "Smartphone's". The prices shown below are in addition to your handheld purchase price and monthly subscription to the wireless carrier.

Pricing

Blackberry $16.35 per month per device

List Server Service

Pricing

$16.35 per list per month with unlimited members

Secure FTP Hosting

Example: An agency contracts with ISD to provide a dedicated secure FTP server site on ISD's FTP server where agencies can send and receive files securely via the internet.

Pricing

$100 per hosted site per month

Website Analysis Service

Pricing

$10.00 per website per month

Secure Web Certificate (SSL)

Pricing

$10.85 per website (URL) per month

End User Support or Consulting Services

Pricing

$105.00 per hour

Geographic and Location Based Services

Geographic Information Systems (GIS) is a collection of data, systems, and services that communicate information about location. GIS can be used to spatially enable datasets. Location information such as a county, zip code, place, or coordinates can be visualized on a maps, provide spatial search or reference, and improve data accessibility. All GIS Services include access to shared reference data. We have aggregated many national datasets which are available over the enterprise network.

Geographic Information Systems (GIS) – Enterprise Software

GIS software is used for desktop mapping and analysis. The GIS Cost Share Program is intended to reduce the overall cost of GIS software to participating agencies. Rates will be adjusted annually to support usage and program expenses, not to exceed the actual value of the license.

The ISD Geospatial Office will provide software support for installation and user connections.

Each software instance must be assigned to a specific user or machine. Please provide user information to the ISD Help Desk (Help.Desk@isd.alabama.gov).

Pricing

Monthly Billing Rates Per License

Type	Desktop		Extensions**				
Product	ArcInfo	ArcView	Spatial	3D	Network	GeoStat	Publisher
Primary*	$225.00	$52.50	$37.50	$37.50	$37.50	$37.50	$37.50
Secondary*	$90.00	$37.50	$15.00	$15.00	$15.00	$15.00	$15.00

* Primary use rates are applied to the first of ten for each software product provided.
** Requires use of desktop software.

Enterprise GIS Storage – ArcGIS SDE

Spatial database storage on the enterprise network can provide enterprise access across multiple desktops or applications. SDE storage is required for web map services.

Pricing

$170 per month plus storage costs

Service (includes)

ArcGIS SDE Instance
1 GB Storage
Microsoft SQL Database
Editor/Viewer User Accounts
Enterprise Network Accessibility
Automated data replication / synchronization
Backups are included – see backup section for constraints
Access to shared GIS and reference data

Enterprise Web Map Services

ArcGIS Server Services – online map services and API used for visualization and applications. Web Map services may also be used to provide uniform datasets across multiple platforms and may be accessed by desktop GIS software.

Standard Web Map Service

Pricing

$200 per month plus storage/networking costs

Service (includes)

1GB SDE Storage (see above)
Backups are included – see backup section for constraints
Public Service Accessibility / Network Only
Access to shared GIS and reference data
Layer optimization

Supported Interfaces: REST, SOAP, WMS
Supported API: FLEX, Silverlight, Java Script, SharePoint
Cached Tile Service

Advanced / Mobile / Web Editing Service

Pricing

$330 per month plus storage/networking costs

Service (includes)

1GB SDE Storage (see above)
Backups are included – see backup section for constraints
Public Service Accessibility / Network Only
Access to shared GIS and reference data
Layer optimization
Supported Interfaces: REST, SOAP, WMS
Supported API: FLEX, Silverlight, Java Script, SharePoint
ArcGIS Mobile
Web Editing
Geo-processing

Spatially Enabling Data

ISD – Geospatial Office assists in spatially enabling your data or database by evaluating the available data, geocoding accurate records to address, county, place, zip, or other predefined geography. Incomplete location information will be massaged and normalized for best results. We will also provide consultation and recommendations on ongoing maintenance and sustainability of the data.

NOTE: *Rates may vary depending on the task. See End User Support or Consulting Services pricing for ISD's standard per hour support rate.*

Network Operations

SERVICES AND PRICING

STATE CAPITOL NETWORK ACCESS

Service

This service provides desktop access to any building in the capitol complex. Included in this service is:

- Internet Access
- Access to all relevant networks
- Resources defined by customer
- Access to the State Mainframe
- 24 x 7 availability
- Bulk Encryption if Requested
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management

This service provides desktop access to any building in the capitol complex.

Pricing

100 MBPS Outlet	$12.05 Monthly
Gigabit Connection	Price Available Upon Request
Installation, not including materials	$105.00 per hour
*Camp US Fiber**	
Per Pair	$770.00 Monthly
Installation, not including materials	$550.00

***Note:** This offering is fiber only, and is handled on a case by case basis*
*** **Note: Effective immediately there will be NO CHARGE for adds, moves, and disconnects for campus voice and data jacks.***

Network Access Statewide or Non-CAMPUS

Service

This service provides services from a remote site to any building in the capitol complex. Included in this service is:

- Internet Access
- Management of Monthly Invoices
- Cisco Router service at every location
- Access to all relevant network resources
- Defined by customer
- Access to the State Mainframe

24 x7 Availability
Bulk Encryption if Requested
Hardware, software, and staff required to ensure the health and security of the network
Change Management

Pricing

Metro Ethernet (In Montgomery LATA)

10 MBPS *	$880.00 Monthly
100 MBPS *	$1,430.00 Monthly
Installation	$550.00

*__NOTE__: Dependent on AT&T /ME Coverage Area

MPLS

T-1 (Statewide)	$687.50 Monthly
Installation	$550.00 Monthly

Court House Network

Primary Port	$275.00 Monthly
Secondary Port	$55.00
Installation	$385.00

WAN Optimization

T-1 Wan Optimization installation	$352.00 per month plus installation

Remotely Managed Switches

Service

This service is offered for agencies that don't have the staff or don't want to own data switches located around the state. Included in this service is:

All code upgrades
Configuration
All maintenance issues

Pricing

	Charge	Install Charge	
3750E-48 – 10/100/1000	$324.50	$330.00	Fiber Jumpers, etc. varies
3560E-48 - 10/100/1000	$264.00	$330.00	Fiber Jumpers, etc. varies
2960-24PC-L - 10/100	$44.00	$330.00	Fiber Jumpers, etc. varies
2940-8 - 10/100	$22.00	$330.00	Fiber Jumpers, etc. varies

Remote Access Services

Pricing

Remote Access – SSL VPN Service – No Installation Charge

	Charges Per Month
1 – 9 users	$27.50
10 – 49 users	$22.00
50 – 99 users	$16.50
100 + users	$13.20

LAN to LAN VPN -

Price per megabit	$64.35
Installation - Additional	$275.00
Hourly rate	$105.00

Extranet Network Access

Service

This is a connection between a third party and the State of Alabama's network resources for the purpose of transacting business whether the connection is provided via a leased circuit or Internet.

Pricing

	Monthly Charge
56K	$137.50
56K – 256K	$159.50
256K – 768K	$176.00
T1	$203.50
Installation	$385.00

Extranet (Internet Access)

Pricing

	Monthly Charge
56K	$330.00
T-1	$770.00
10MBPS	$1,100.00

Technical Support

Service

This service provides support to users utilizing agency owned networks and agencies requesting additions, moves, or changes to ISD managed networks. Included in this service is:

Install additional data jacks
Relocating ISD equipment
Special requests requested by the user as required
Providing support for services outside the scope of this catalog

Pricing

	Hourly Charge
Data Technician	$105.00 per hour
Engineer	$105.00 per hour
Router Specialist	$105.00 per hour
Out-of-town travel expense/mile	$0.533
Expedite fee	$300.00
Scheduled overtime M-F	$157.00/per man hour

Scheduled overtime weekend/holiday	$210.00/per man hour

DSL/Internet Rates – State

Pricing

Speed Options	Monthly Charge
3MBPS/384 KBPS	$106.00
6MBPS/512 KBPS	$115.50
1.5 MBPS/256KBPS	$93.50
256KBPS/128KBPS	$58.30

Equipment Required	
Modem	$110.00 per PC (one time charge, supplied by AT&T
Router – Has 4 port Ethernet switch and includes modem	$165.00 -(one time charge, supplied by AT&T)

Installation Options	
Professional installation of DSL service by AT&T technician: Self-install using kit supplied with modem or router (included with equipment)	$220.00 (Covers connection to two computers if a router is purchased)
Service Activation	$55.00 (Charged by AT&T)

Telephone Line

Service

1FB service is required for installation of the DSL service; a line may be shared with fax or voice service. An existing 1FB line can be used if available.

Pricing

	Monthly Charge
1FB telephone line	$46.20
Installation	$11.00*

***NOTE**: *Does not include installation of wiring*

DSL/MPLS Rates – State

Pricing

Speed Options	Monthly Charge*
1.5Mbps/256Kbps	$357.50
3Mbps/384Kbps	$412.50

***NOTE**: *Monthly charges include the cost of the telephone line which carries the data service.*

Equipment Required	Monthly Charge
Cisco router, provided and installed by ISD	
Installation	$550.00

Access to MPLS & Class of Service

Pricing

	Monthly Charge
T1 Frame Relay Access to MPLS Premium COS	$687.50
3 MBPS Load Distribution Service Access Premium COS	$1375.00

Ethernet Access to MPLS with Class of Service

Monthly MPLS Access*

Pricing

	Monthly Charge
2 MBPS Ethernet Access to MPLS Premium COS	$936.91
4 MBPS Ethernet Access to MPLS Premium COS	$1,385.00
8 MBPS Ethernet Access to MPLS Premium COS	$2,186.12
10 MBPS Ethernet Access to MPLS Premium COS	$2,498.30
20 MBPS Ethernet Access to MPLS	$5,269.53

Premium COS	
50 MBPS Ethernet Access to MPLS Premium COS	$8,789.77
100 MBPS Ethernet Access to MPLS Premium COS	$11,814.43
250 MBPS Ethernet Access to MPLS Premium COS	$30,174.74

. ***NOTE**: State wide pricing where available within AT&T territory. Each location must be qualified by AT&T. This does not cover independent territories. Ethernet service installation intervals vary greatly from 60 to over 90 days due to fiber placement/construction.

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****NOTE**: Notice reduction in T1 Frame Relay Access No COS

Wireless Access

Pricing

First block of 15 users	$165.00 per month
Each additional block of 15 users	$110.00 per month
Each individual access point	$12.65 monthly
State House Data Center Space	$36.30 per square foot annually

Applications Development and Support Group Services and Pricing

Services

The Applications Development and Support Group (ADSG) provide application analysis, design, programming, and testing for Alabama State agencies, boards, and commissions. Related services such as user training, data conversion, and process re-engineering are also available.

ADSG offers full life cycle software development services to include:
Software development project time and cost estimation
Requirements definition studies and documentation
Preparation of software design specifications
The development, maintenance and enhancement of custom applications
User documentation/training

ADSG offers Client Server and Mainframe Software Solutions for a wide range of governmental agencies including executive, licensing and agriculture, service, and regulatory. Our staff has extensive application and system development experience that includes Application Development on Windows and IBM Mainframe platforms.

Client Server	**Mainframe**
Visual Basic NET	EasyTrieve Plus
MS-Access	COBOL
SQL Server	JCL
	RPF
	RACF
	ROSCOE
	CICS
	VSAM
	DB2

A combination of technical knowledge, experience, and effective systems analysis/design using standardized methodologies allows the ADSG to design, develop, and implement integrated information systems to satisfy a variety of user requirements.

Pricing - $105.00 per hour

SQL Server Database Hosting and Support Charges

In continuously trying to improve and add services to offer to our client agencies, ISD has added full-time SQL Server Database Administrator (DBA) staff. Over the last two years, the SQL Servers have been upgraded, security has increased, and software has been acquired that allows the DBA staff to monitor database operations and quickly resolve problems. Over 20 database servers and over 300 databases are managed.

ISD SQL Server hosting and support has resulted in a cost savings for agencies by reducing failures, the need for additional agency staffing, and savings with licensing costs. With SQL Server Database Administrators (DBA) and monitoring software, ISD is now offering the hosting and support service for a nominal monthly charge.

To determine the cost incurred, the fiscal year's charges will be based on the assessment charges of the previous year as determined every September 30th. Those charges will remain the same from October 1st through September 30th.

The charges will be assessed as follows:
Any database less than or equal to 20 GB will be $50/month. Any database greater than 20 GB will be assessed an additional $10 for every 10 GB over 20 GB.
Example:
Database less than or equal to 20 GB: $50/month
Database greater than 20 GB but less than or equal to 30 GB: $60/month
Database greater than 30 GB but less than or equal to 40 GB: $70/month etc.

ISD SQL Server hosting and support includes a wide range of support services. Following are the SQL Server services offered:

1. Installation of SQL Server (includes service pack deployments).
2. Installation and Database Deployment (design of pre-made scripts to update and install databases).
3. Creation of Backup Plans (creation of backup plans; identifying and mitigating vulnerabilities).
4. Testing of Disaster Recovery Scenarios (testing the integrity of backups; performing drills to test backup plan).
5. Management of Security (determining how much access an application will need to the database).
6. Sizing of Server Hardware (determining what type machine is/will be needed for deployment).
7. Assistance of DB Developers with DBA Implementation (working with ISD DB developers on implementation of products/applications).
8. Performance Tuning (tuning file structure and organization, scheduling index rebuilds, execution of SQL Performance Analyzer, rewriting poorly running queries, evaluating execution plans to develop indexes for performance improvement).
9. Creation of DTS packages (creation of processes to load and scrub data).
10. Creation of Installation Scripts (controlling database builds, including base installation scripts to create tables, indexes, stored procedures and initial data).
11. Managing Utilities (determining which DBMS utilities best fulfill needs for modifying and maintaining databases and files or tables).
12. Capacity Planning (monitoring and analyzing database and file or table capacity and forecasts amount of disk space and future increases).

13. DBMS Development (assists ISD analysts and developers with program debugging, file and table definition and operational issues; assists application developers in creating SQL stored procedures as required).
14. DBMS Support (responding to DBMS and system emergencies on a 24 hour basis to rebuild files, tables and databases following hardware or software issues).
15. Upgrade DBMS (testing functions and new features of software upgrades).
16. Configuration Management (coordinating software and operational changes).
17. Maintenance Utilities (design and develop multipurpose programs to aid in maintaining the DBMS).
18. Account Management (set up and maintenance of user accounts for access to databases).
19. Troubleshooting (analyze situations and technical errors to locate and correct DBMS, operational and application problems).
20. DBMS Implementation (perform technical work in the capture, storage, manipulation, documentation, distribution and display of database information).
21. Report Management (publish report definitions, folders and resource; execute managed reports; organize reports and data sources; schedule report execution and delivery and track reporting history).
22. Report Delivery (ensure both on-demand and event-based delivery of reports).
23. Report Security (implementation of a flexible, role-based security model to protect reports and reporting resources).
24. Server Clustering (set up and manage active/active and active/passive server clusters for failover protection).
25. Server Clustering (configure server nodes in which transactions are concurrently written to the local storage system and the geographically separated remote storage system).

Office of Web Services

Service

We offer professional, affordable website design and development services for State agencies, boards, and commissions along with friendly customer service at great rates. We can design (or redesign) every aspect of your site, from graphical design to online business applications.

Equipped with creative staff members and the latest technology, we take great pride in our diverse and exciting designs. From simple text and graphics to more intricate designs, we provide you with amazing services at very affordable prices. No matter what your budget is, we will give you the absolute best solution to accomplish your goals.

You only get one chance to make a first impression. We believe professional design and intuitive navigation are critical to a site's success. Let us help you on your next web design project. You can browse a few of our projects in our portfolio section.

Back by popular demand: State Seals! Looking for a web-ready version of the State Seal to incorporate in your web design? Click here for free downloads. If your state agency needs custom seals and graphics, feel free to contact us.

Specific Services for Specific Needs

ISD Web Services diverse service offering ensures that we can fill any need you may have.

- Consulting
- Strategy
- Web Site Design
- Implementation
- Application Development
- Search Engine Optimization
- Usability/Visitor Behavior
- Visitor Statistics and Metrics

Pricing

Includes graphic design, photography, Flash, HTML coding, web applications and maintenance	$105.00 per hour

Service Delivery Services and Pricing

Services

The Service Delivery section of OSD provides desktop, voice, data, wireless, and video conferencing services for all state agencies. Service Delivery staff process requests for these services, as well as handle problems passed on from the ISD Help Desk. In addition, they will help you analyze available technologies, tell you which ones are on state contract and set up meetings with contract vendors. Service Delivery's goal is to deliver services in a fast and professional manner, and to be your advocate for implementing technology in your agency.

Desktop Services

Pricing

$20.00 per desktop
per month or
$60.00 per hour

Support of personal computers, laptops, table PC's, and monitors to include:
Microsoft Windows
Microsoft Office
Software drivers
Printer drivers
Installation of new hardware and software
Repair of personal computers including parts
Recommendation for replacement PCs if needed
Networking connectivity issues
PC Installation
Installation of software on desktop PC
Installation of associated equipment
Desktop configuration of Email
Repair of PC and software
Installation of software on laptop

Alabama Web Connect

Services

Alabama Web Connect is an integrated web, audio and video conferencing system that will save you time and money by:

- Reducing Travel
- Ability to schedule your own meetings/conferences without the middle person
- Easily integrates with existing applications
- Allows for business continuity and disaster recovery planning

The features offered by this product are:

- Application Sharing
- Shared whiteboard
- Public and Private chats
- Virtual Training,
- Web Casts,
- Web Seminars
- Microsoft outlook plug-in for easy scheduling of meetings
- On-the-fly polling and surveys
- Speaker identification
- Meetings can be recorded and edited for later use

Pricing

- Option 1 – License resides on the State Server
  - Monthly Cost - $45.00
    - Includes 1 license for 1 moderator
    - Unlimited Web up to 300 Participants
  - Audio Costs -- $.06 or 6 cents per minute per participant
  - VoIP Calling – FREE

- Option 2 – Usage Based (No Monthly Fee)
  - Web Cost (Optional): $.21
    - Per minute web charge up to 300 participants
  - Audio Cost (if participants use phone to call in): $.08 or 8 cents per minute
  - VoIP for Participant call-in -- FREE

Option 3 – Operated Assisted Call

AT&T Operator will moderate the call

Introduce the speaker

Handle Q&A

Give instructions to participants

Costs:

$.49 per minute per participant

List of participants after completion of call

Voice Services (Campus Only)

Pricing

	Charges
Dial Tone	$20.00 per line per month
Phantom Dial Tone	$11.45 per line per month
Meridian Voice Mail	$5.45 per mailbox per month
Set Rental:	
Single Line (M8009)	$1.42 per set per month
Multi-line	
8 button	$5.56 per set per month
8 button hands free	$7.06 per set per month
8 button/display	$8.27 per set per month
8 button HF/display	$9.45 per set per month
16 button	$10.52 per set per month
16 button/display	$12.21 per set per month
20 button add on module	$2.83 per add-on per month
M3904	$13.08 Per set per month

Note: Effective immediately there will be NO CHARGE for adds, moves, and disconnects for campus voice and data jacks.

Voice Services Statewide (includes Campus)

Pricing

	Charges
Long Distance	
Dedicated (Intra and Interstate)	$0.043 per minute
Switched (Intra and Interstate)	$0.060 per minute
Toll-Free (800) Service	$0.049 per minute
Calling Card	
Intra/Interstate	$0.147 per minute
International	$1.36 per minute
Directory Assistance	$1.36 per call
1FB – Regular Business Line	
Basic (includes hunting CWT,CFD, 3WC, CLID	$45.78 per line per month
Voice Mail (on 1FB)	$6.98 per mail box per month
Installation	$10.90 per line
DID (Direct-Inward-Dial)	
Analog	$52.32 per line per month
DSO (carried on T1)	$43.60 per line/channel per month
Installation	$10.90 per line
DOD (Out-dials) and Combos	
Analog	$41.42 per line per month
DSO (carried on T1)	$32.70 per line/channel per month
Installation	$10.90 per line
CENTREX/ESSX	
Station/Extension	$15.49 per station per month
NARS	$14.17 per trunk pr month
Installation	$10.90 per station/NARS
Local Facilities	
T1	$147.15 per T1 pipe per month
DS3	$1,237.15 per DS3 pipe per month
PRI (23B)	$588.60 per PRI pipe per month
PRI (47B)	$1,166.30 per PRI pipe per month
Installation	$54.50 per T1, DS3 or PRI

OPS (Off Premise Station)

Metro Analog (includes dial tone)	$64.13 per line
Statewide Analog (includes dial tone)	$223.45 per line
Statewide T1	$555.90 +$10.90/station per T1 pipe
Installation	$54.50 per line/pipe

Tie Line

Metro Analog (includes dial tone)	$49.05 per line
Metro T1	$272.50 +$10.90 /station per T1 pipe
Statewide Analog (includes dial tone)	$223.45 per line
Statewide T1	$555.90 +$10.90/station per T1 pipe
Installation	$54.50 per line/pipe

Unified Messaging

Call Pilot (Voice mail in your email Inbox)	$10.36 per mailbox per month

Voice Menu options

Small menu - 6 options	$54.50 per month
Level 1 menu 9 options	$87.20 per month
Level 2 menu - 6 to 9 options plus additional sub level menu	$109.00 per month
Single announcement	$10.90 per month
Time of day service	$10.90 per month
Installation	$27.25

Wireless Services

Blackberry Enterprise Service (Server)	$15.00/month
Other PDA Service (Server)	$15.00/month
Cell Phones, Air Cards, etc.	Various Cost
Southern Link radios, and phones (Access Fee) (Plus Cost of device and voice and data plan	$16.35/month/device

FAX Services

Basic Service (1-500 sent/received faxes)	$35.00 per line per mo.
Additional Faxes (each additional 1500)	$35.00 per line per mo.

Customer Training Free

Authorization Codes

	Charges Per Month	Installation Charge
100 Code	$45.78	$56.68
200 Codes	$91.56	$113.36
300 Codes	$137.34	$170.04
400 Codes	$183.12	$226.72
500 Code	$228.90	$283.40
600 Codes	$274.68	$340.08
700 Codes	$320.46	$396.76
800 Codes	$366.24	$453.44
900 Codes	$412.02	$510.12
1000 Codes	$457.80	$566.80

AT&T Connect Professional Services

	Charges Per Day
Project Manager	$2180.00
Senior Consultant	$1962.00
Junior Consultant/Trainer	$1635.00

Office of Project Management Services and Pricing

The office of Project Management provides oversight of Information Technology (IT) related projects both internal to the Finance Department and to State agencies utilizing Information Services Division (ISD) resources.

Services

The services that are provided by the Office of Project Management will include but are not limited to:

Coordinate project activities with ISD operation units to insure the delivery of IT services in an appropriate and timely manner while providing a measure of quality control over the project.

Provide project services and assistance to include oversight, tracking, planning, resource allocation, analysis and reporting. These services come in the form of:
Develop Business Needs Assessments
Develop System Requirements Definitions
Conduct Risk Assessment Studies
Assist in the development of IT specification on invitations to Bid (ITB)
Assist in the development of IT specification on Requests for Proposal (RFP)
Assist in the review of vendor proposals generated by an IT related RFP

Pricing

$105.00 per hour

Training Services - Information Technology (IT)

Computer Training

To address the needs of State agencies and reduce costs, ISD provides computer training through the Auburn University at Montgomery, Advanced Training Group (ATG). Certified instructors teach introductory, advanced desktop and engineering-level courses at the Alabama Techna-Center. Other course offerings include Microsoft, Oracle, Cisco and any other requested training to meet State agencies hardware and software training requirements.

Visit the ISD Training Services website at www.isdtraining.alabama.gov and click on the "Computer Training" menu to access training calendars, course descriptions, and registration instructions. Click here for a price list: Excel or PDF.

ISD Products and Services Training

ISD offers ISD customers free training to provide the technical knowledge they need to successfully use the following ISD Products and Services. Instructor-led training can be delivered on-site or in the SD Folsom Administrative Computer Lab. Demos on the Alabama Centralized Email System can be scheduled for audiences of up to 200 people in the State Capitol Auditorium.

Wireless/Voice Services Training

Telephone Sets
Voice Mail
Conference Calling – **AT&T Connect**
    Web Conferencing – new service offering Conferencing
    Audio Conferencing
Cell phones and PDA devices
Automatic Call Distribution
Alabama Centralized Email (ACE) and Webmail
Outlook for ACE Users
Call Pilot – Unified Messaging
Fax Server
VPN
List Server
Resource Access Control Facility (RACF)
Mainframe
GIS – Geographic Information Systems
Security and Awareness

Copy Center

Services

The Copy Center, located in the Gordon Persons Building, provides quick turn around on print jobs, including composition, prepress, and binding. Printing can be on paper ranging from 8 ½ x 11 up to 12 x 18 in size and on various weights and colors.

Conveniently located next to the Gordon Persons' loading dock
Customer parking available
Two-shift services (6:00 a.m. till 11:00 p.m. Monday – Friday)
Quick turn around on all jobs
Black and white as well as color printing
Offer free pick-up and delivery (via in-house pick-up and delivery or UPS)
Composition and are services available (including PDF for web posting)
Accept camera ready copies and electronic files (discs or CD's)
Bindery service offered:

- Stapling
- Collating
- Folding
- Numbering
- Cutting
- 3-hole punch
- Coil binding
- Tape binding
- Perforating
- Scoring
- Padding

Printing services offered:

- Carbonless forms
- Black and white business cards
- Variable data printing
- Postcards
- Newsletters
- Flyers and forms

Competitive pricing (20lb white 8 ½ x 11 paper is included)
We now offer On-line Order and Pricing for many of your printing needs

Please contact us at: ISDCopyCenter@isd.alabama.gov

FRMS Administration

Services

The FRMS Administration office includes Financial Systems Administration, Personnel/Payroll Systems Administration, Procurement and Applications Operations.

Prices

GFS	$0.25 per record
LGFS	
Stand Alone	$0.08 per document
Generic	$0.40 per document
GHRS	$1.38 per pay warrant
SNAP	$13.00 per PO/RQ

Resource Management

Services

The Resource Management Office is charged with overseeing the accounting, budgeting, project management, and contract management functions of ISD.

Financial Administration

The Financial Administration office performs a myriad of financial functions which includes:
Processing bills from the State telecommunications vendors
Procurement and payables

Asset Management

The Asset Management Office includes Software Licenses and Payroll, Hardware Inventory, and ISD Space Management

Project Management Office

The Project Management Office is responsible for initiating, planning, executing, controlling and closing projects of ISD and customer agencies.

Contract Management

The Contract Management Office is new to ISD and includes Data and Voice Services Contracts, Hardware and Software Contracts, and ITBs, RFPs, and Professional Service Contracts.

Office of Mainframe System Software Support (MSSS)

Services

The Office of Mainframe System Software Support (MSSS) offers customer support services for IBM mainframe applications and other mainframe software subsystem products.

Benefits and Features

Highly skilled mainframe professionals provide mainframe consulting and technical services which:

- Augment your own technical support staff efficiently and effectively
- Provides a State-of-the-art IBM System z hardware platform that delivers significant savings when customers share our IBM mainframe resources instead of supporting their own IBM mainframe
- Provides support service delivery best practices and procedures that promote excellent customer satisfaction.

Mainframe System Software Support Services

MSSS services offer customers the opportunity to supplement their internal technical staff with consultation, training, and problem resolution for mainframe processing and software. Listed below are the mainframe subsystem software products maintained and support by the MSSS staff:

Abend-AID/CICS - provides both system's and application's programmers with in-depth diagnostics for CICS applications, transactions, and region abends

ASG-ZACK – an automated system used to manage system events, messaging, and console activities with calendar and time based scheduling capabilities

CA-7 – a job management subsystem that automates schedules and controls your production workload. This product provides a solution that manages job workloads by establishing job dependencies, setting event triggers and managing workloads by resource requirements

CA-11 – a software adjunct to CA-7 that automates the job restart/rerun process

CA-Spool Print Management – performs print output distribution to 3270-type, AFP-type, PCL-type, and PostScript-type SNA, TCP/IP and FSS-connected printers

CICS (Customer Information Control System) - IBM's online transaction processing program

COBOL (Common Business Oriented Language) - a second-generation programming language

Connect Direct - provides the capability to securely transmit mission-critical data to and from a variety of platforms supporting multiple communications' protocols

DASD and Virtual Tape Replication – provides automatic replication of mainframe DASD and virtual tape data to ISD's disaster recover site

DB2 - is an IBM family of relational database management system products

DFSMS (Data Facility Storage Management Subsystem) - is a suite of IBM data and storage management products for the z/OS mainframe which automate and centralize the management of mainframe storage resources

DFSMShsm (Hierarchical Storage Manager) – one of the DFSMS suite options that provides backup, recovery, migration, recall, and DASD space management functions

EasyTrieve Plus - is an information retrieval and data management system with a report generator facility and data manipulation capabilities which facilitate standard, ad hoc, custom, simple and complex reports

File-Aide – a cross-platform file and data management solution used to: create and manipulate files and data elements; compare data files or objects, reformat files and simplify test results and validation

IMS - (Information Management System) an IBM database and transaction management system

IMS Listener - allows applications to forward transactions from servers to IMS

IVORY XML/SOAP - developer's software suite that utilizes web services to build and maintain GUI web based mainframe screen applications that interface with CICS and IMS transactions, COMMAREA, CHANNEL applications and application data

JES Report Broker (JRB) – a mainframe report distribution control software package that provides designated administrators with a quick and secure means of distributing and controlling end user access to JES spooled reports via a web browser, or email distribution (imbedded or as an attachment) in addition to report archiving capabilities

JSUB - submits JCL from CICS

Librarian - provides general-purpose library management services for mainframe OS/390 and z/OS, VSE and VM environments

NETVIEW - is IBM's network management system. A text message-based system that monitors, manages and controls SNA networks

Passport – Internet browser accessible TN3270 emulator software

RACF (Resource Access Control Facility) – IBM's security software which protects your vital system resources by controlling resource accessibility

ROSCOE - a mainframe resident Text Editor

STROBE - an application performance monitoring and analysis tool that the mainframe software developer employs to locate, identify and correct application program inefficiencies and reduce or minimize customer mainframe utilization cost

SYNCSORT - a high performance sort/merge/copy utility available on the mainframe system

TCP/IP (Transmission Control Protocol/Internet Protocol) - the language of the Internet also used as a communications protocol in a private network (either an intranet or an extranet)

TS7720 Virtual Tape System – provides the convenience of tape with the performance of disk storage

TSO/ISF - is an IBM text editor and programming facility

VTAM (Virtual Telecommunications Access Method) - an IBM application program interface (API) for communicating with telecommunication devices and their users.

VTAM/SWITCH - is software that allows users to switch between multiple VTAM sessions (CICS, T50, ICCF, IMS, TESTCICS, etc.) by either pressing a PF/PA key or by entering a special two position character string in conjunction with a PF key (even one reserved by an application)

Xpediter CICS & Batch – Mainframe CICS and batch application debugging, analysis and source code coverage tool that enables developers to interactively test and debug application program code

XMITIP – a mainframe based batch job application used to send electronic mail to any valid Intranet or Internet address. The software also provides the capability to send mainframe files of different formats as email attachments

Prices

CPU Services

	Charges per CPU Second
Batch-prime	$0.0881
Batch-off prime	$0.0771
CICS	$0.1651
IMS	$0.0900
ROSCOE	$0.5150
TSO	$0.1321
DB2	$0.4044

Storage Services

	Charges per month/billing cycle
DASD STORAGE (SMS)	$0.000033 per 1,000 bytes
DADS STORAGE (TRIPLE)	$104.55 per volume
DASD I/O	$0.0143 per 1,000 EXCP’s
TAPE I/O	$0.2257 per 1,000 EXCP’s
LASER PRINT	$0.0650 per page

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